Air Force Personal Property Regionalization Orientation

Presented by the

Joint Personal Property Shipping Office - Colorado Springs

(JPPSO-COS)

Regionalization Orientation

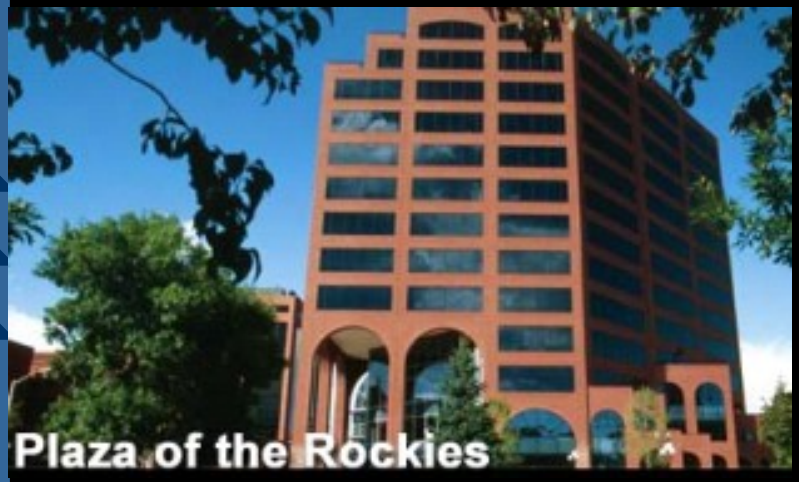
Site Visit Team Members

Joint Personal Property Shipping Office – Colorado Springs (**JPPSO-COS**), located in downtown Colorado Springs, Colorado provides personal property traffic management and quality customer service to all members of the Department of Defense moving within one area of responsibility

- Mr. Don Fichtel – Director
- Ms. Lynn Murphy – Deputy Director
- MSgt John Hosley – Superintendent
- Mr Mike Hickens – Chief, AF Academy PPPO
- Lt Col Andrew Wilhelm – Commander *(Deployed)*

Regionalization Orientation

Facility Location



Downtown Colorado Springs, Colorado
14 miles west of Peterson AFB
12 miles south of the AF Academy

JPPSO-Colorado Springs

121 South Tejon Suite 800
Colorado Springs, CO 80903

https://www.jppso-cos.af.mil
Director@jppso-cos.af.mil

Regionalization Orientation

Agenda

- Overview & Background
- Current Structure
- Future Structure
- Current Issues & Concerns
- Special Interest Items
- Regionalization Timeline
- Summary

Regionalization Orientation

Overview & Background

"Keeping the member informed"

JPPSO Regionalization Goal

"Providing quality one-on-one customer service"

PPPO Regionalization Goal

Regionalization Orientation

Overview & Background

- **Reengineering Since 1994**
  - USTRANSCOM Evaluation
- **Air Force Senior Leadership**
  - “What Can We Do To Improve Program Now?”
- **Regionalization Concept**
  - Must Comply With Current Program Rules
  - Carrier/Agent/Contractor In Charge Once Booked
  - Prepares Us For The Future

Regionalization Orientation

The Initiative

- **Streamline and Improve Similar Processes**
  - Personal Property Processing Office (PPPO)
  - Personal Property Shipping Office (PPSO)
  - Joint Personal Property Shipping Office (JPPSO)
- **Redefine Area of Responsibility (AOR)**
  - Initially - Air Force Only
  - Provide “Quality” Entitlement Counseling
  - Provide Quality Inspection of Carriers and Assistance to Members
- **Use Information Systems/Technology as Enablers**
- **Alternative to OSD FSMP Initiatives**

Regionalization Orientation

The Initiative

- **Restructure the personal property shipping office while continuing to reengineer the business processes within the personal property program**
  - Strengthen both the face-to-the-customer and the face-to-the-industry functions by separating front office from back office tasks
- **Front Office: Personal Property Processing Office (PPPO)**
  - *Outbound counseling and quality assurance*
- **Back Office: Joint Personal Property Shipping Office (JPPSO)**
  - *Carrier and agency management, booking, documentation, and billing and payment*

Regionalization Orientation

Current Structure

- **World Wide Presence -- 91 Offices**
- **Significant duplication of back office tasks at each AOR**
  - Difficult to maintain consistency
  - Significant redundant processes
  - Overlapping contact points with carrier industry
- **Carrier quality measured at small local level**
  - No leverage
- **Transportation Operational Personal Property System (TOPS)**
  - Antiquated architecture, infrastructure, and software

Regionalization Orientation

Current Structure

- **Manpower dedicated to paperwork during busy season**
  - Results in reduced customer service
- **Various confusing faces to the customer and carrier industry**
  - Personal Property Processing Office (PPPO)
  - Personal Property Shipping Office (PPSO)
  - Joint Personal Property Shipping Office (JPPSO)
  - Consolidated Personal Property Shipping Office (CPPSO)
  - Central Booking Agency (CBA)

Regionalization Orientation

Future Structure

- **What does Regionalization Change?**
  - PPSO to PPPO Status
    - Consolidates Back-Office Functions
    - Increases the Size of AOR's
    - Increase "Face to Face" with the Customer
  - Counseling
    - Increase Entitlement Knowledge
    - Thoroughly Explain All Move Options
    - Prepare the Member for the Move
  - QC Function
    - Increase Inspection Rate to 80%
    - On-site Counseling
    - Ensure Member and Carrier are Prepared
    - Provides On-the-Spot Corrective Action

Regionalization Orientation

Present Status

- **Original Regionalization Plan Developed Oct 01 – *Living Document***
- **AFMIA to Quantify Manpower**
- **Draft MOUs in Staffing**

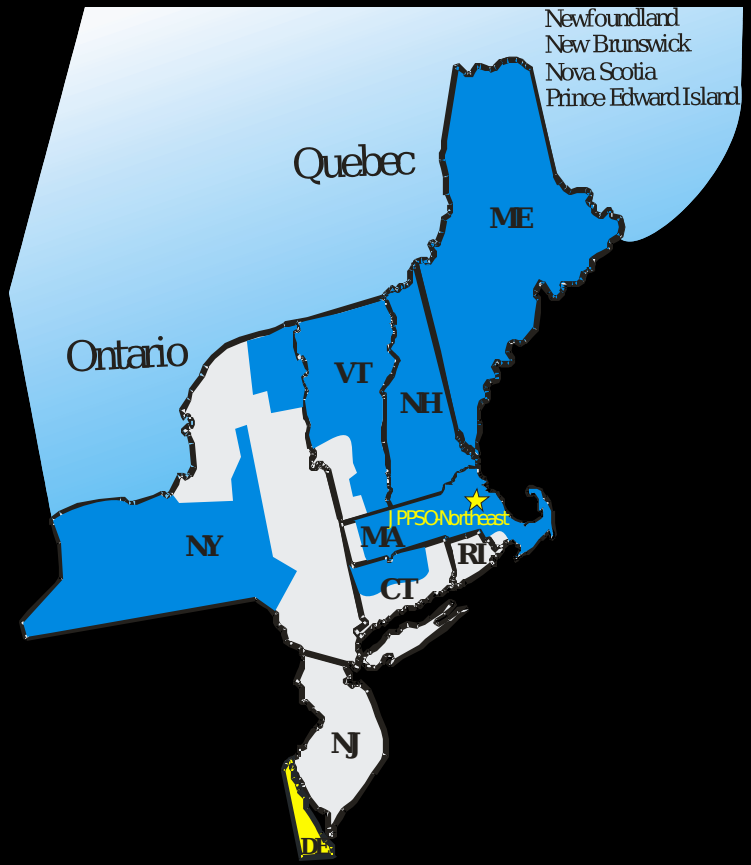
Regionalization Orientation

Present Status

- **JPPSO-Colorado Springs**
  - **PHASE 1 – (Apr 2002)** – Buckley AFB, CO; FE Warren AFB WY
  - **PHASE 2 – (Apr 2003)** – Cannon, Kirkland, Holloman AFB's, NM; Luke and Davis Monthan AFB's, AZ; Nellis AFB, NV; and Hill AFB, UT
  - **PHASE 3 – (Oct 2003)** – Mountain Home AFB, ID; Malmstrom AFB, MT; Minot and Grand Forks AFB's, ND; Ellsworth AFB, SD; Offutt AFB, NE; and McConnell AFB, KS
- **JPPSO-San Antonio**
  - **PHASE 1 – (Apr 2002)** – Goodfellow AFB and Dyess AFB, TX
  - **PHASE 2A – (Apr 2003)** – Altus, Tinker, and Vance AFB's, OK
  - **PHASE 2B – (Oct 2003)** – Sheppard Air Force Base, TX; and Little Rock Air Force Base, AR
  - **TBD** – Barksdale AFB, LA; Maxwell AFB, AL; Laughlin AFB, TX; and Keesler and Columbus AFB's, MS
- **JPPSO-Northeast**
  - **TBD** – Dover AFB

Regionalization Orientation

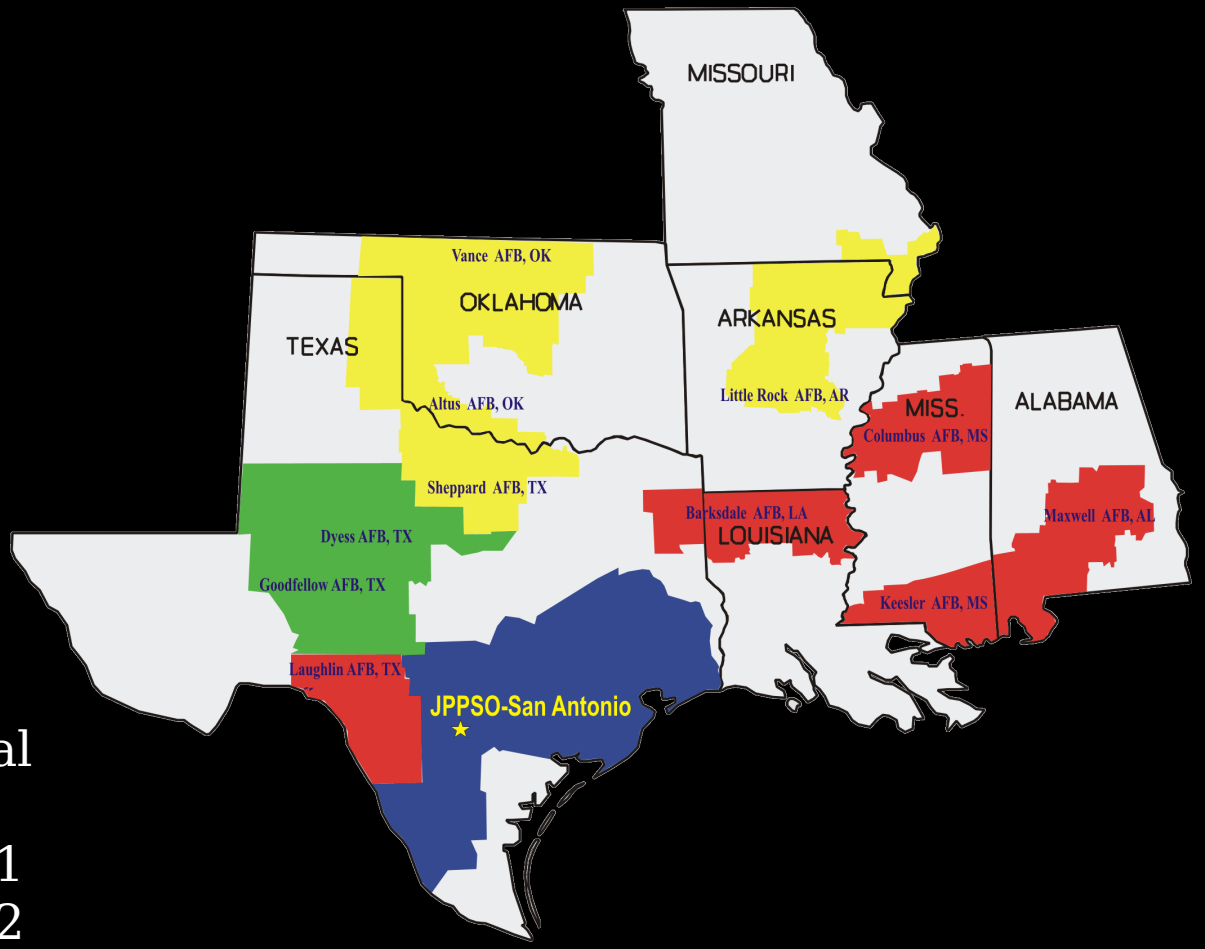
New AOR – JPPSO-Northeast



- Original
- AOR
- TB

Regionalization Orientation

New AOR – JPPSO-San Antonio



- Original
- AOR
- Phase 1
- Phase 2
- TBD

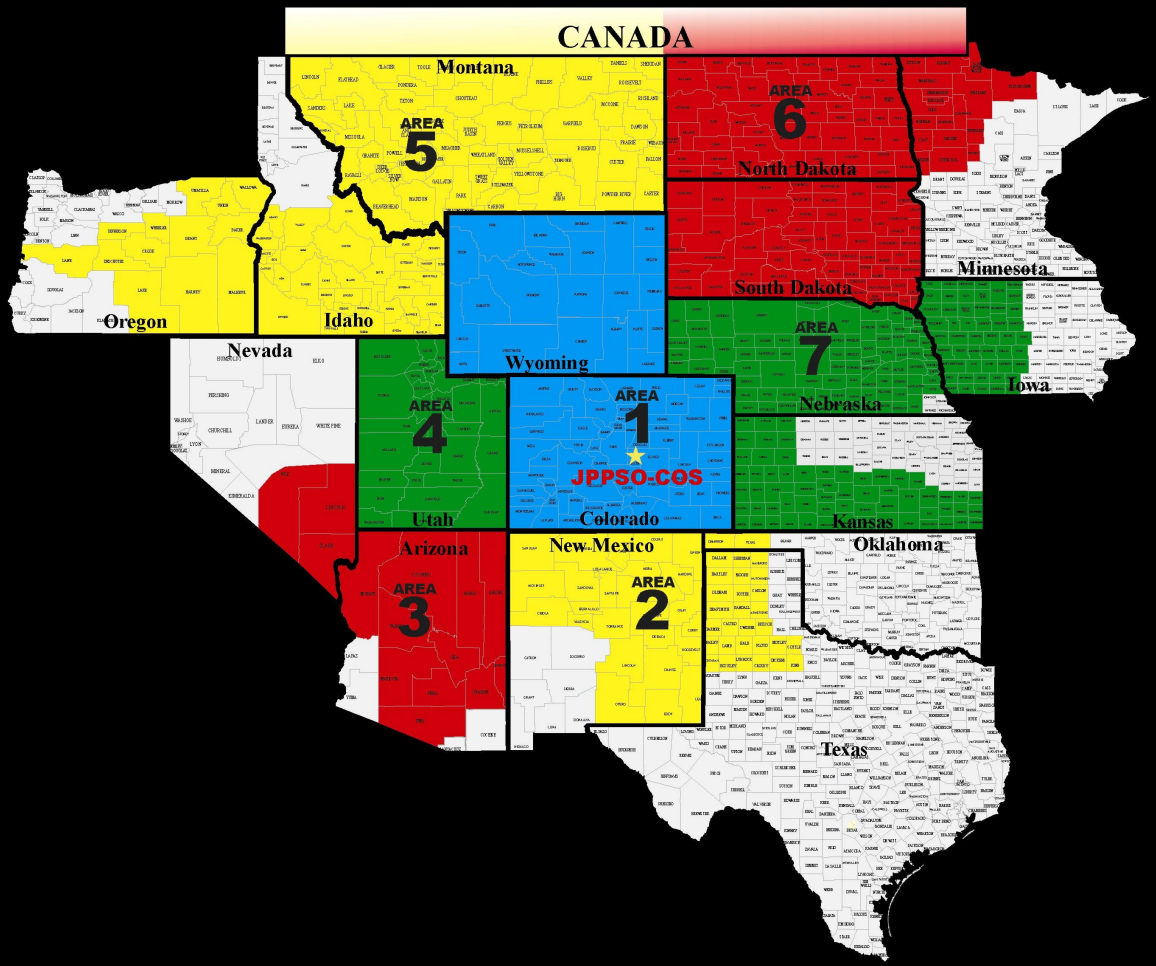
Regionalization Orientation

New AOR – JPPSO-Colorado Springs

- Original
- AOR
- Phase 1
- Phase 2
- Phase 3

Regionalization Orientation

New Areas of Operation



Regionalization Orientation

"The Road Ahead"

- **Deliberate but Timely Implementation**
- **Secure MAJCOM-FOA Support**
- **Provide Three-tiered safety net for our Service members**
  1. Origin assistance from counselor and quality control personnel
     - Stable tailored workforce dedicated to counseling/QA
     - Head-Off problems -- reinforce counseling
  2. Destination assistance with quality control/claims
  3. Establish "1-800" Call Center 24/7 Support [entitlements, carrier service issues, tracking]

Regionalization Orientation

Current Issues & Concerns

- **Industry Concerns**
  - New Area of Responsibility
  - Carrier/Agent Ratios
  - Responsibilities of Booking Agent
  - Carrier Saturation Letter
  - Consolidated Scoring
  - Booking Process (Electronic such as BOOKFAX)

- **If Punitive Action Taken . . . Out for Bigger Area**

Regionalization Orientation

Special Interest Items

"Overview"

- **Counseling Processes**
- **Outbound Processes**
- **Nontemporary Storage Processes**
- **Documentation Processes**
- **Inbound Processes**
- **Quality Control Processes**
- **Quality Assurance Processes**
- **Records Management**

Regionalization Orientation

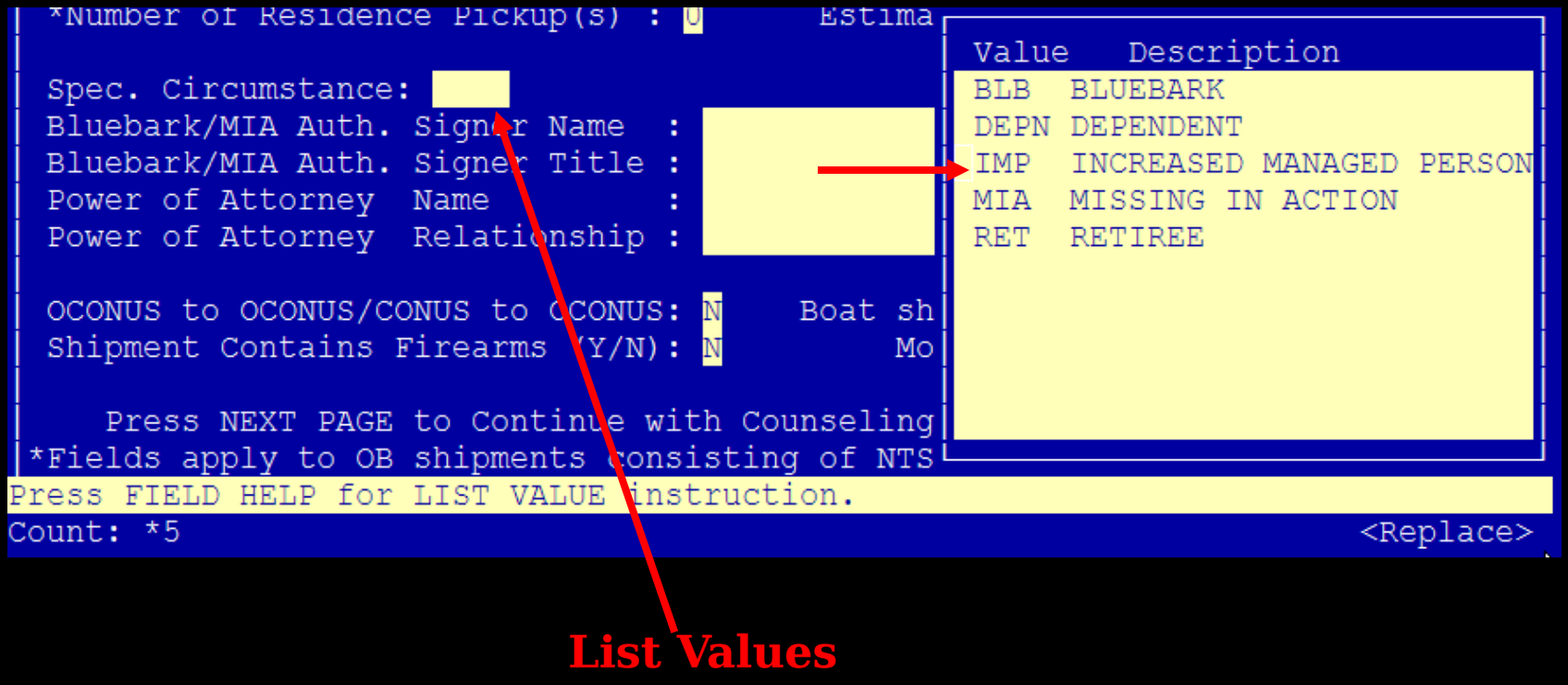
Counseling Processes

- **PPPO Process Oriented Description (POD) Completed**
  - Describes PPPO duties and responsibilities
  - PODs are used to quantify manpower
- **Shipment records are briefly reviewed at the JPPSO**
  - Discrepancies are flowed back to the PPPO Chief
- **Travel & Transportation entitlements** *(approval)*
- **Special category types of shipments** *(IMP/Bluebark)*
  - PPPO discretion – *JPPSO will provide increased oversight*

Regionalization Orientation

Counseling Processes

- **Handling increase management personnel**


*Number of Residence Pickup(s) : 0 Estima
Spec. Circumstance:
Bluebark/MIA Auth. Signer Name :
Bluebark/MIA Auth. Signer Title :
Power of Attorney Name :
Power of Attorney Relationship :
OCONUS to OCONUS/CONUS to CONUS: N Boat sh
Shipment Contains Firearms (Y/N): N Mo
Press NEXT PAGE to Continue with Counseling
*Fields apply to OB shipments consisting of NTS
Value Description
BLB BLUEBARK
DEPN DEPENDENT
IMP INCREASED MANAGED PERSON
MIA MISSING IN ACTION
RET RETIREE
Press FIELD HELP for LIST VALUE instruction.
Count: *5
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List Values

Regionalization Orientation

Counseling Processes

- **Critical Areas for Increased Concentration**
  - Member CONTACT data
  - Correct Zip Codes
  - Correct Fund Cites
  - Correct Mileage to Determine RDD
  - Complete ADDDEST & ADDORIGIN after pickup or delivery
- **All have Major Impact on Succeeding Processes**

Regionalization Orientation

Counseling Processes

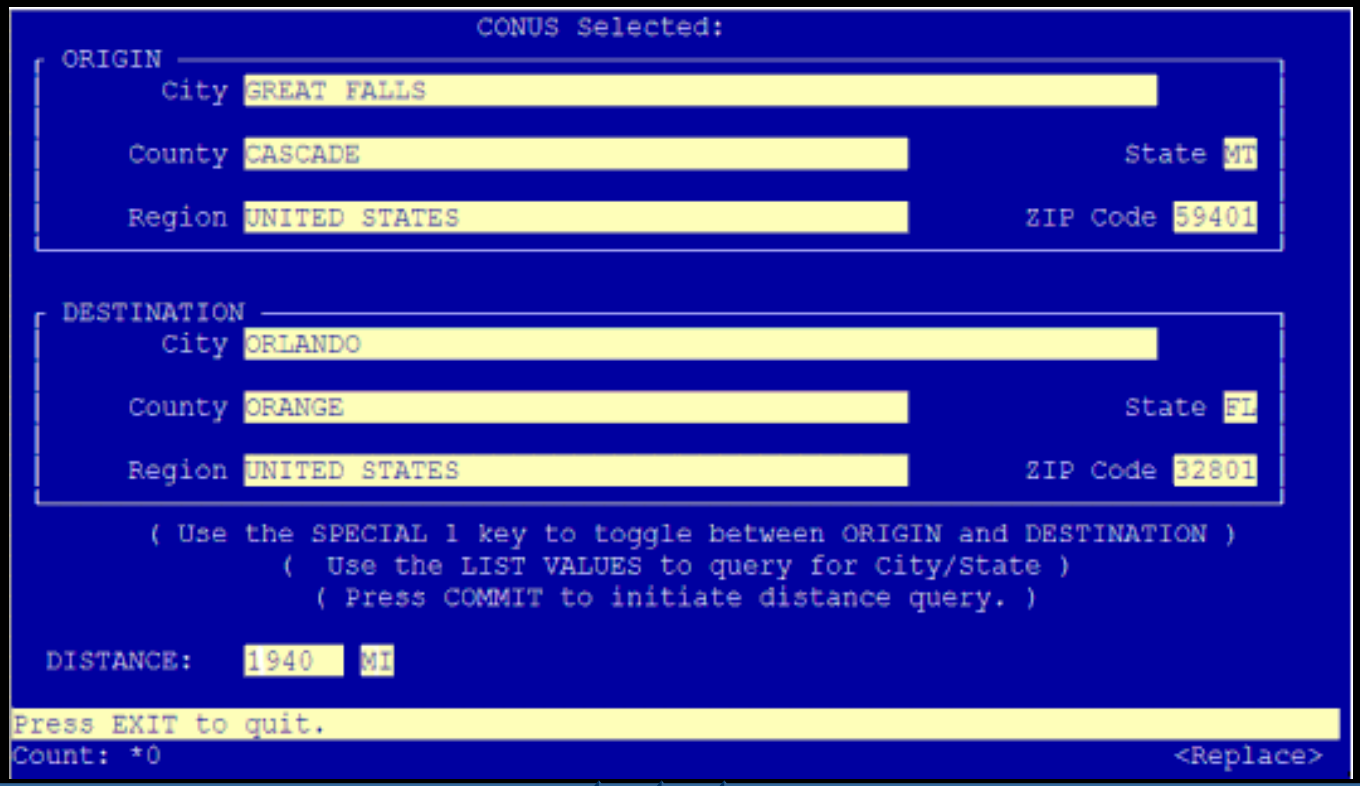
- **Always complete member CONTACT screen**

/ COUNSEL INTERVW ORDERS Collect Member Contact Data
SSN: 253-61-9518 Orders No:AD-203 Name:GRADICK Branch:F
Origin Contact Data
Street : 3213 FRONTIER STREET
City : CHEYENNE
State : WY Country : UNITED STATES ZIP/APO/FPO: 82001
Phone : 307-638-3552 Ext.: Duty Phone: 307-773-3056 Ext.:
Intransit Contact Data
Street : 110 NORTH WENDELL AVE
City : RINCON
State : GA Country : UNITED STATES ZIP/APO/FPO: 31326
Phone : 912-826-5935 Ext.:
Destination Contact Data
Street :
City : CHARLESTON AFB
State : SC Country : UNITED STATES ZIP/APO/FPO: 29404
Phone : Ext.: Duty Phone: Ext.:
Press COMMIT to commit contact info.
Press EXIT to return to MENU screen.
Count: *1 <Replace>

Regionalization Orientation

Counseling Processes

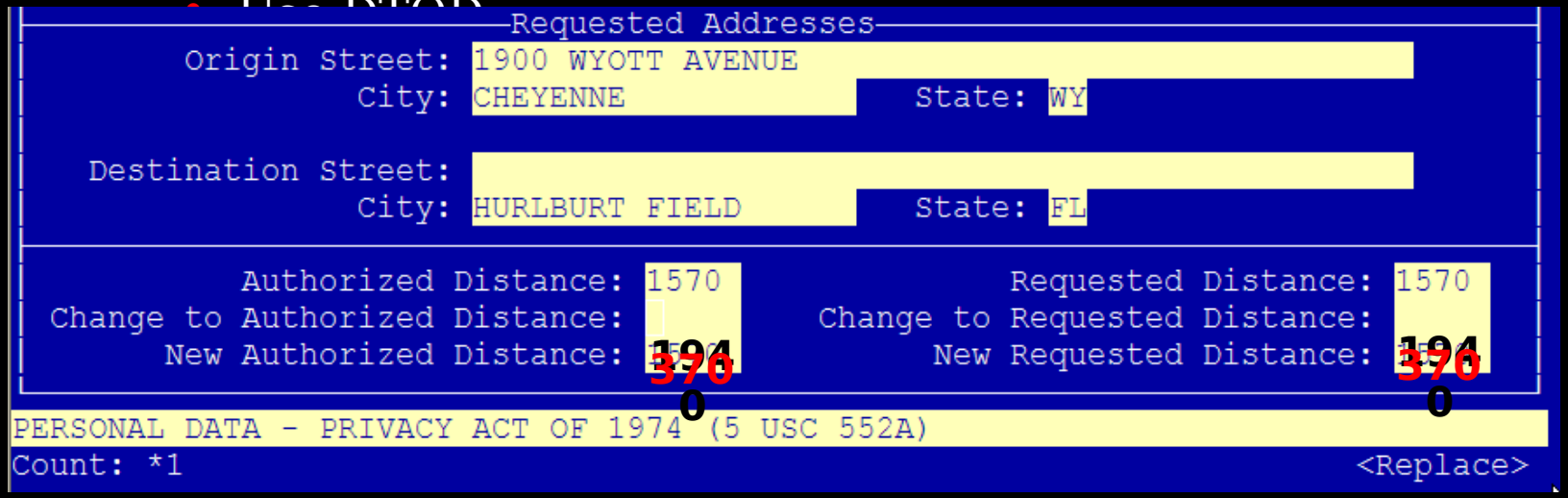
- **Use multiple windows to access DTOD**



Regionalization Orientation

Counseling Processes

- **Calculate Correct Mileage**
  - Use DTOD



Regionalization Orientation

Counseling Processes

- **Identify large items – HHG or UB?**
- **Spread dates for shipment pickup**
  - Pickup date range for peak season *(annotate in remarks)*

Regionalization Orientation

Counseling Processes

- **Reports**
  - Additional Reports Created Upon Request

```
********************************************************************************
*                              KKFA REPORTS MENU                               *
********************************************************************************
*                      PLEASE CHOOSE ONE OF THE FOLLOWING                      *
*                                  0. EXIT                                     *
*                                                                              *
*                 1.  Inspection Report                                        *
*                 2.  List of Remote Shipments                                 *
*                 3.  Workload Report (Grouped by day)                         *
*                 4.  Workload Report (Total)                                  *
*                 5.  List of DD1299's Prepared (Single Date)                  *
*                 6.  List of DD1299's Prepared by Counselor                   *
*                 7.  List of Shipments in IC within 15 days of Pickup         *
*                 8.  Outbound Shipment Movement Costs                         *
*                 9.  Increased Managed Personnel Listing                      *
*                                                                              *
********************************************************************************
ENTER Reports Menu Number :
```

Regionalization Orientation

Outbound Processes

- **The booking process** *(electronic/bookfax method)*
  - Migrating to electronic mail system developed by JPPSO-SAT
  - Shipments are booked in bulk with booking agent
  - We book one month out
- **OTO shipments need 20 day window** *(MTMC Requirement)*

Regionalization Orientation

Outbound Processes

- **Handling date changes**
- **Case by case basis**
- **Handled by Shipment Planning/Customer Service**
- **Unnecessary changes are costly**
- **Impacts the government, member, and carrier industry**

Acceptable Reasons	**Unacceptable Reasons**
Medical Reasons	Conflicting appointments
Emergency Leave	Personal reasons
Change in report date	Start leave early
Problems clearing housing	

Regionalization Orientation

Nontemporary Storage

- Transition 1 Jul 2003
- Handling the Apr-Jun 03 quarterly invoice
- Ensure intransit address is completely filled out
- NTS Pending Overseas *(identify on DD1299)*

Regionalization Orientation

Documentation Processes

- **Printing & distributing Bills of Lading**
  - Print & mail Bills of Lading 10 days prior to pickup date
  - Bill of Lading correction notices
  - Short notice shipments
- **Processing excess cost situations**
  - Annotate file “excess cost”

Regionalization Orientation

Inbound Processes

- **Providing customer service – FIRST CONTACT**
  - Where do the PPPOs stop and the JPPSO begin
- **Collecting storage extension information**
- **TOPS system access –** *information update and availability*
- **Shipment Tracing**

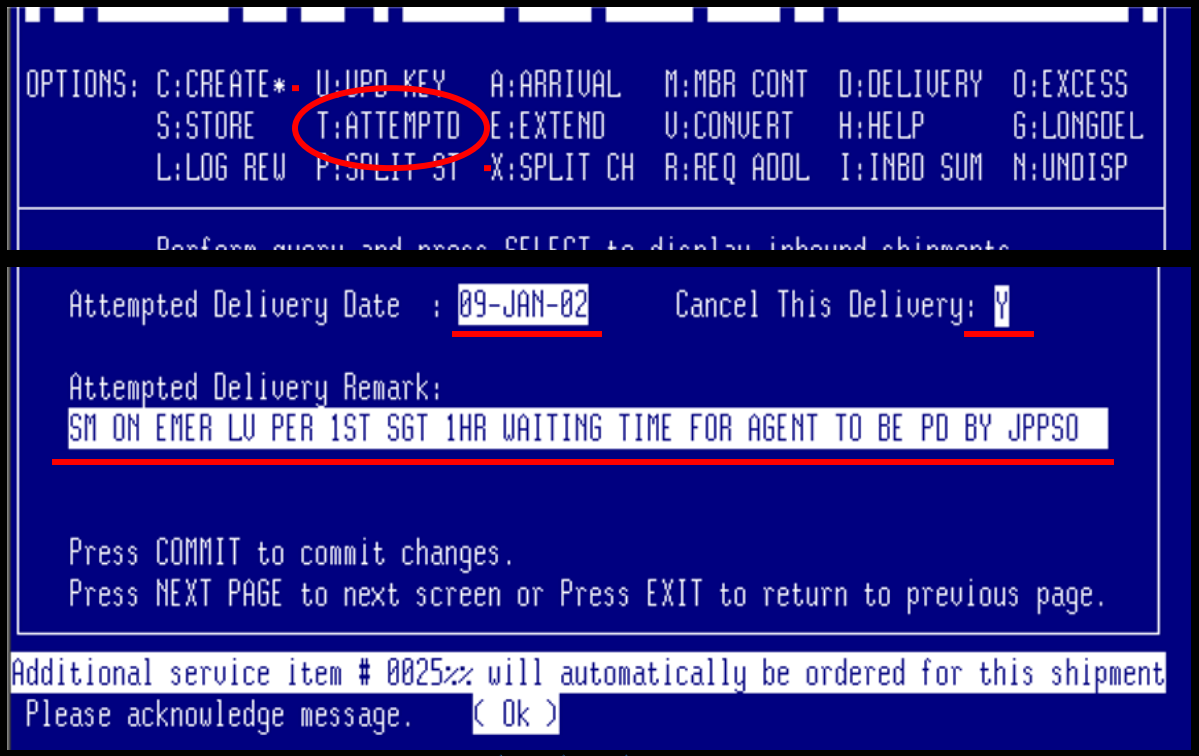
Regionalization Orientation

Quality Control Processes

- **Maximize use of TOPS capabilities**
- **Sending DD1840s to the JPPSO**
- **Approval/Validation by Local QC**
  - Attempted pickup/delivery validation/annotation
  - Special service approval
- **Annotating DD1780**
- **Daily Inspection Report**

Regionalization Orientation *Quality Control Processes*

- **Attempted delivery validation & annotation**


OPTIONS: C:CREATE* U:UPD KEY A:ARRIVAL M:MBR CONT D:DELIVERY O:EXCESS
S:STORE T:ATTEMPTD E:EXTEND V:CONVERT H:HELP G:LONGDEL
L:LOG REV P:SPLIT ST X:SPLIT CH R:REQ ADDL I:INBD SUM N:UNDISP
Attempted Delivery Date : 09-JAN-02 Cancel This Delivery: Y
Attempted Delivery Remark:
SM ON EMER LV PER 1ST SGT 1HR WAITING TIME FOR AGENT TO BE PD BY JPPSO
Press COMMIT to commit changes.
Press NEXT PAGE to next screen or Press EXIT to return to previous page.
Additional service item # 0025xx will automatically be ordered for this shipment
Please acknowledge message. (Ok)

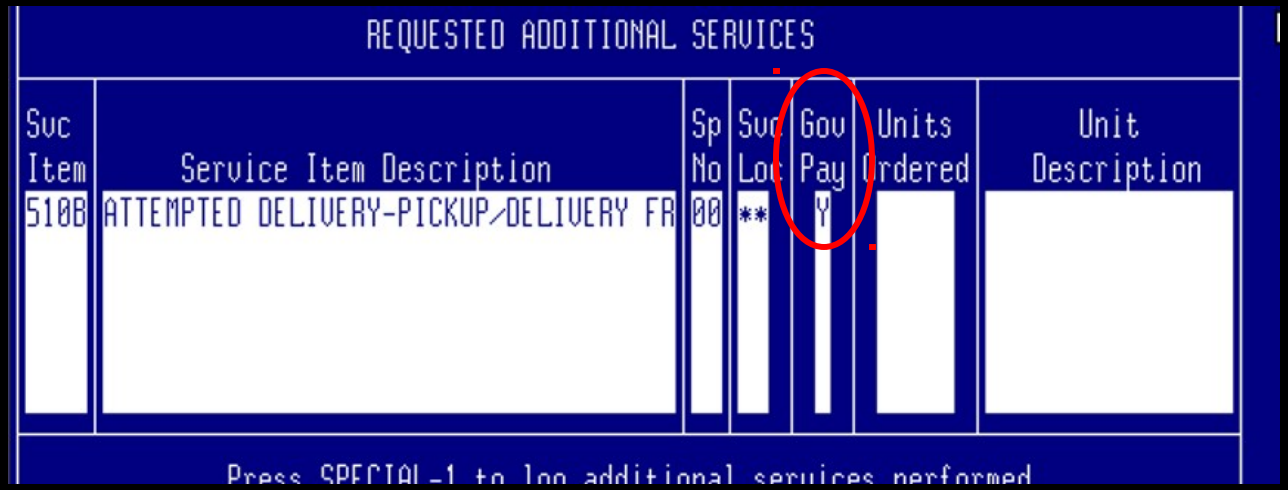
Regionalization Orientation

Quality Control Processes

- **Attempted pickup validation & annotation**

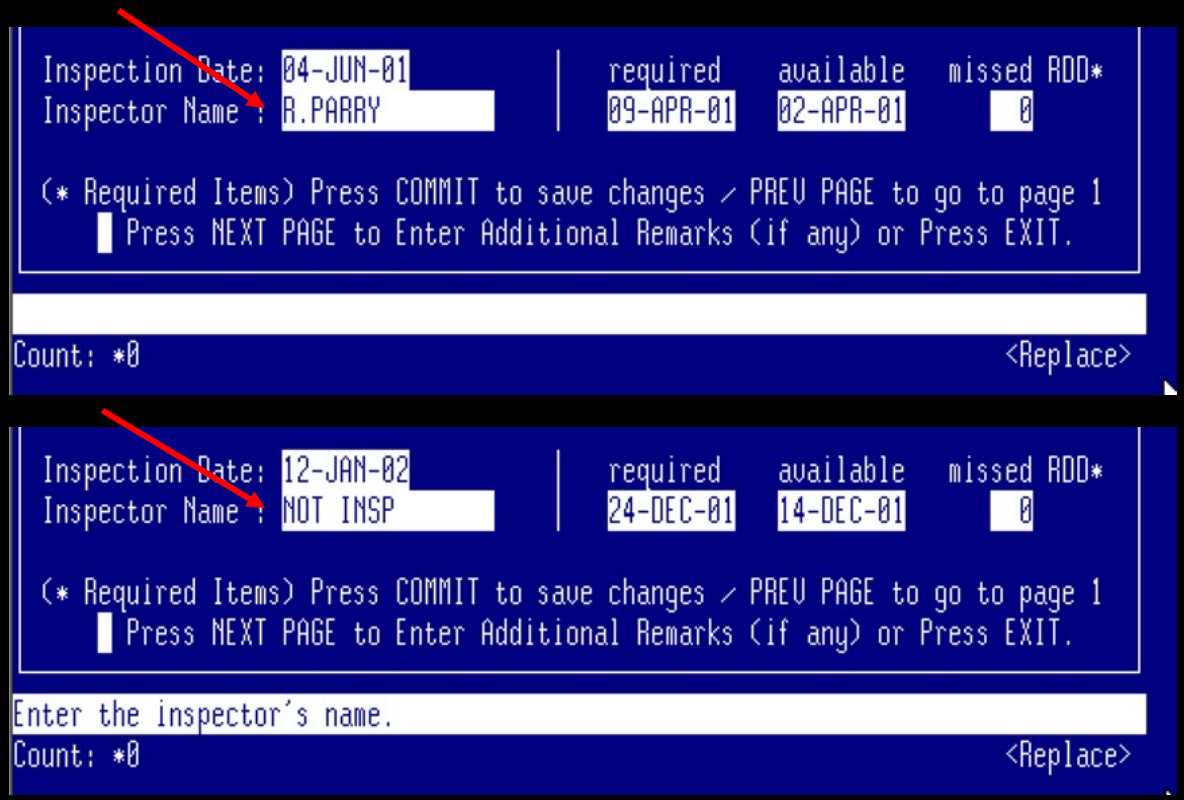
STEPS IN TOPS

1. ADDLSVC
2. Enter GBL Number
3. List values
4. Select service item



Regionalization Orientation *Quality Control Processes*

- **Proper annotation of ADDDEST/ADDORIGN**


Inspection Date: 04-JUN-01
Inspector Name *: R.PARRY
required
available
missed RDD*
09-APR-01
02-APR-01
0
(* Required Items) Press COMMIT to save changes / PREV PAGE to go to page 1
Press NEXT PAGE to Enter Additional Remarks (if any) or Press EXIT.
Count: *0
<Replace>
Inspection Date: 12-JAN-02
Inspector Name *: NOT INSP
required
available
missed RDD*
24-DEC-01
14-DEC-01
0
(* Required Items) Press COMMIT to save changes / PREV PAGE to go to page 1
Press NEXT PAGE to Enter Additional Remarks (if any) or Press EXIT.
Enter the inspector's name.
Count: *0
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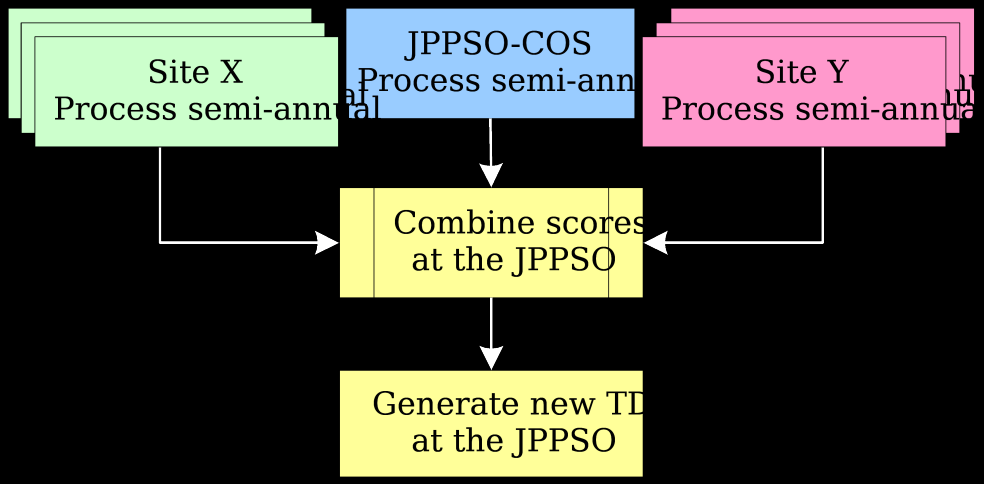
Regionalization Orientation

Quality Assurance

- **LOI's**
- **Consolidated Scoring Process begins Aug 03**



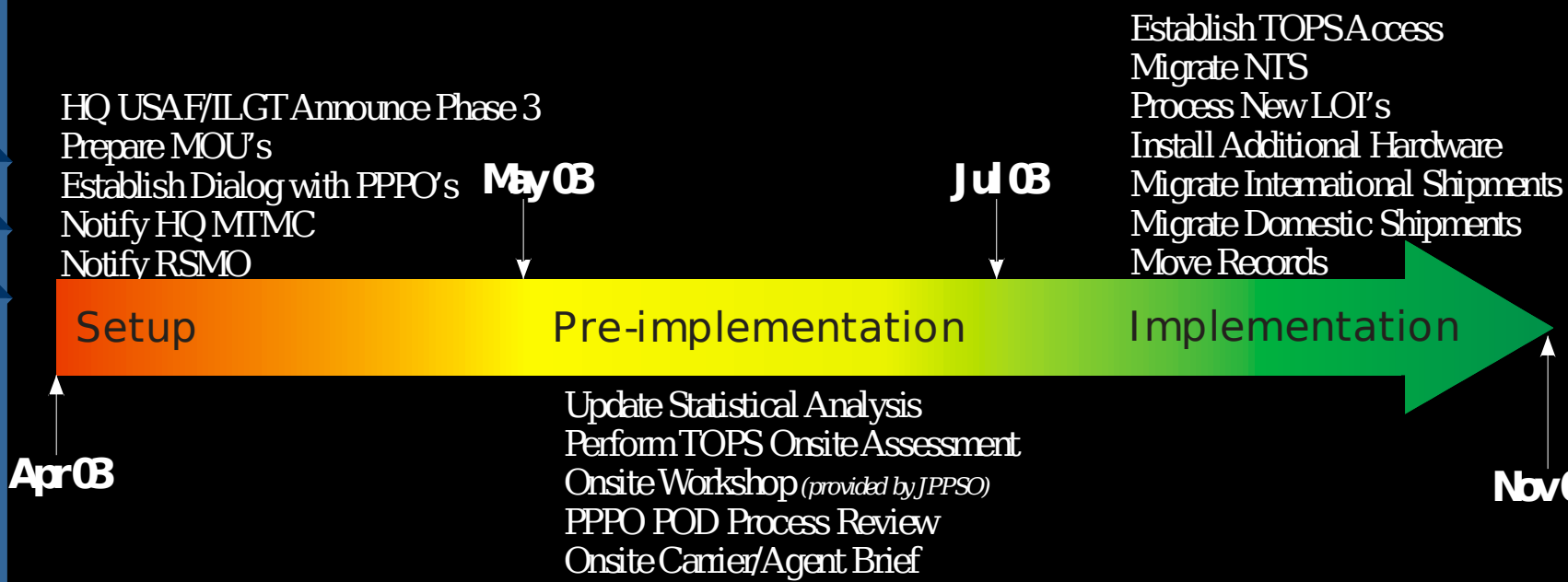
Regionalization Orientation

Records Management

- Records preparation for staging 2002 records
- Moving active ‘03 records to the JPPSO
- Batch mailing case files to the JPPSO

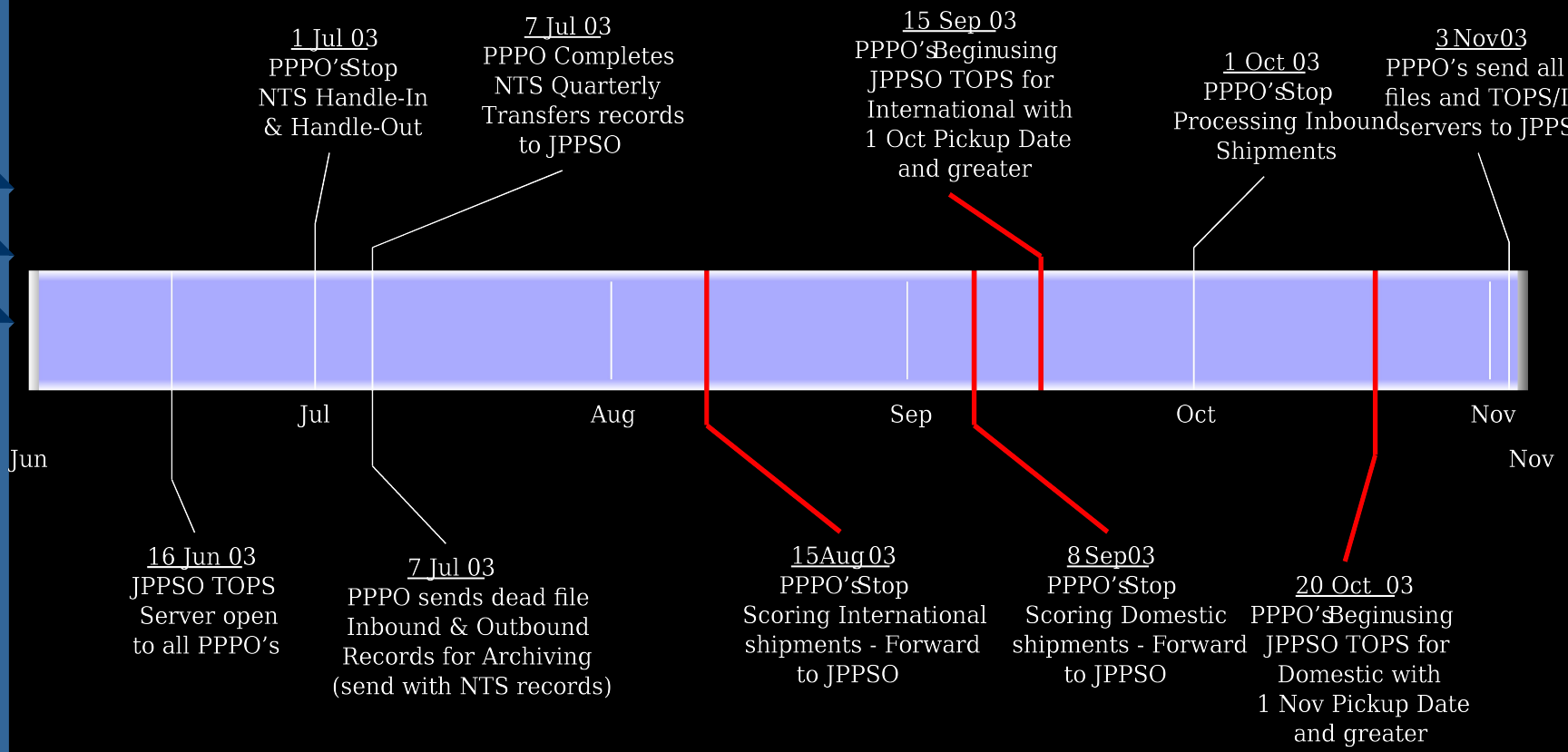
Regionalization Orientation

Timelines



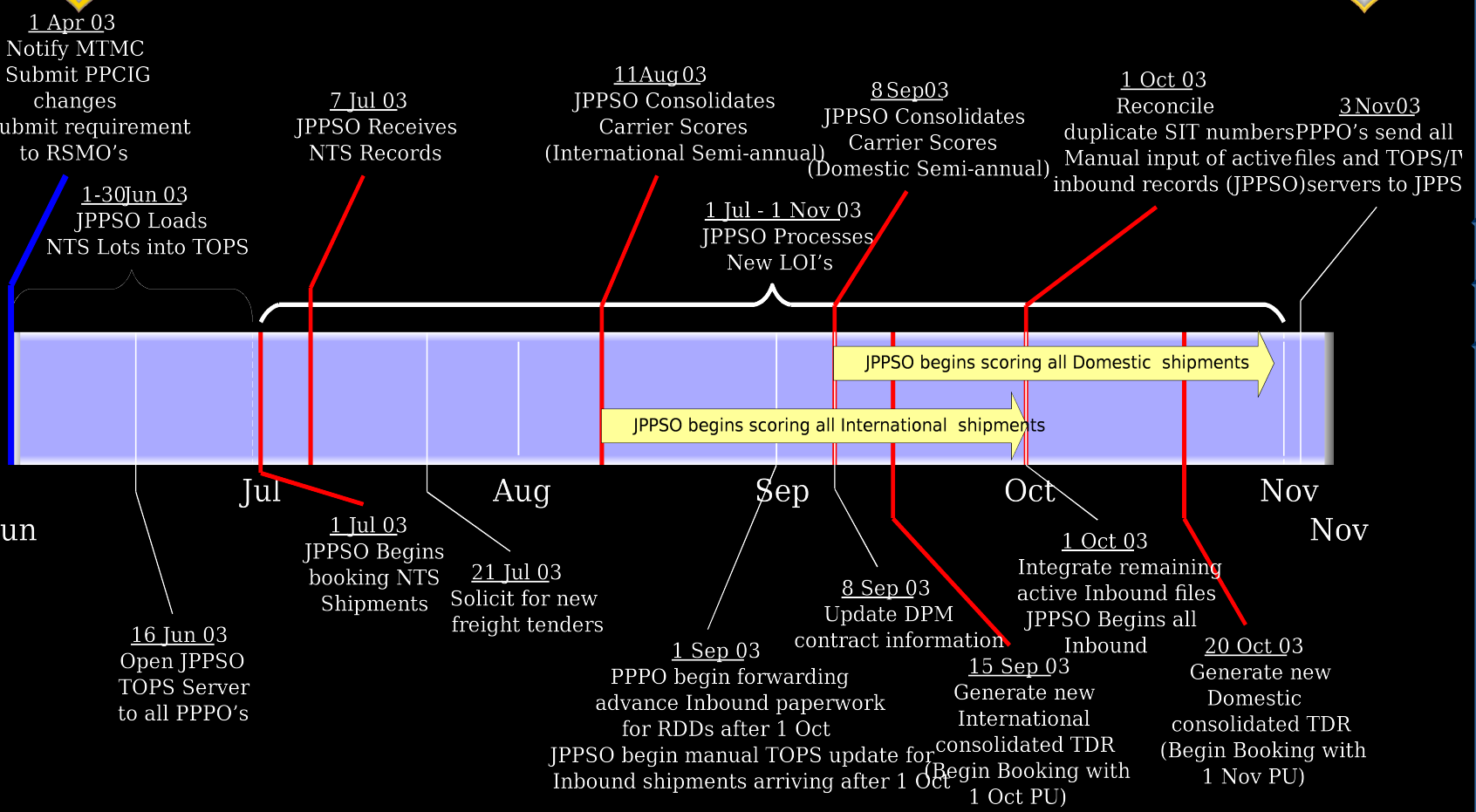
Regionalization Orientation

Timelines – PPPO Actions


1 Jul 03
PPPO's Stop NTS Handle-In & Handle-Out
7 Jul 03
PPPO Completes NTS Quarterly Transfers records to JPPSO
15 Sep 03
PPPO's Begin using JPPSO TOPS for International with 1 Oct Pickup Date and greater
1 Oct 03
PPPO's Stop Processing Inbound Shipments
3 Nov 03
PPPO's send all files and TOPS/IV servers to JPPS
Jun
Jul
Aug
Sep
Oct
Nov
Nov
16 Jun 03
JPPSO TOPS Server open to all PPPO's
7 Jul 03
PPPO sends dead file Inbound & Outbound Records for Archiving (send with NTS records)
15 Aug 03
PPPO's Stop Scoring International shipments - Forward to JPPSO
8 Sep 03
PPPO's Stop Scoring Domestic shipments - Forward to JPPSO
20 Oct 03
PPPO's Begin using JPPSO TOPS for Domestic with 1 Nov Pickup Date and greater

Regionalization Orientation

Timelines – JPPSO Actions


1 Apr 03
Notify MTMC
Submit PPCIG changes
Submit requirement to RSMO's
1-30Jun 03
JPPSO Loads NTS Lots into TOPS
7 Jul 03
JPPSO Receives NTS Records
11Aug 03
JPPSO Consolidates Carrier Scores (International Semi-annual)
8 Sep03
JPPSO Consolidates Carrier Scores (Domestic Semi-annual)
1 Jul - 1 Nov 03
JPPSO Processes New LOI's
1 Oct 03
Reconcile duplicate SIT numbers
Manual input of active inbound records (JPPSO)
3 Nov03
PPPO's send all files and TOPS/I servers to JPPS
JPPSO begins scoring all Domestic shipments
JPPSO begins scoring all International shipments
Jun
Jul
Aug
Sep
Oct
Nov
Nov
16 Jun 03
Open JPPSO TOPS Server to all PPPO's
1 Jul 03
JPPSO Begins booking NTS Shipments
21 Jul 03
Solicit for new freight tenders
1 Sep 03
PPPO begin forwarding advance Inbound paperwork for RDDs after 1 Oct
JPPSO begin manual TOPS update for Inbound shipments arriving after 1 Oct
8 Sep 03
Update DPM contract information
15 Sep 03
Generate new International consolidated TDR (Begin Booking with 1 Oct PU)
1 Oct 03
Integrate remaining active Inbound files
JPPSO Begins all Inbound
20 Oct 03
Generate new Domestic consolidated TDR (Begin Booking with 1 Nov PU)

Regionalization Orientation

Summary

- **Restructure Personal Property Shipping Office to enable front office processes**
  - Focus on counseling and quality assurance
  - Reduce redundancy of efforts
- **With changes to the automated information management system we can regionalize all back office functions**
  - Implements best-value award process on regional scale
  - Focus on carrier interface--documentation and payment

Regionalization Orientation

Questions & Answers

JPPSO Staff

Cindy Yeager – Chief, Personal Property Movement

Vicki Hardnett – Deputy, Personal Property Movement

Linda Willert – Chief, Personal Property Processing Offices

Cheri Ruch – Chief, Nontemporary Storage

TSgt Brinker – NCOIC, Shipment Planning

TSgt Pennington – NCOIC, Inbound Personal Property

TSgt Stitt – NCOIC, Documentation & Billing

Q&A

"We must lead by example and affect change within the DOD program guidelines. The implementation of this plan centers on improving the quality of service our members receive and not just reverting back to the current program that everyone agrees requires improvement"

Lieutenant General

Michael E. Zettler

Deputy Chief of Staff,

Installations and Logistics

Please direct questions to any

PPSO-COS Key Staff Member

Joint Personal Property Shipping Office – Colorado Springs